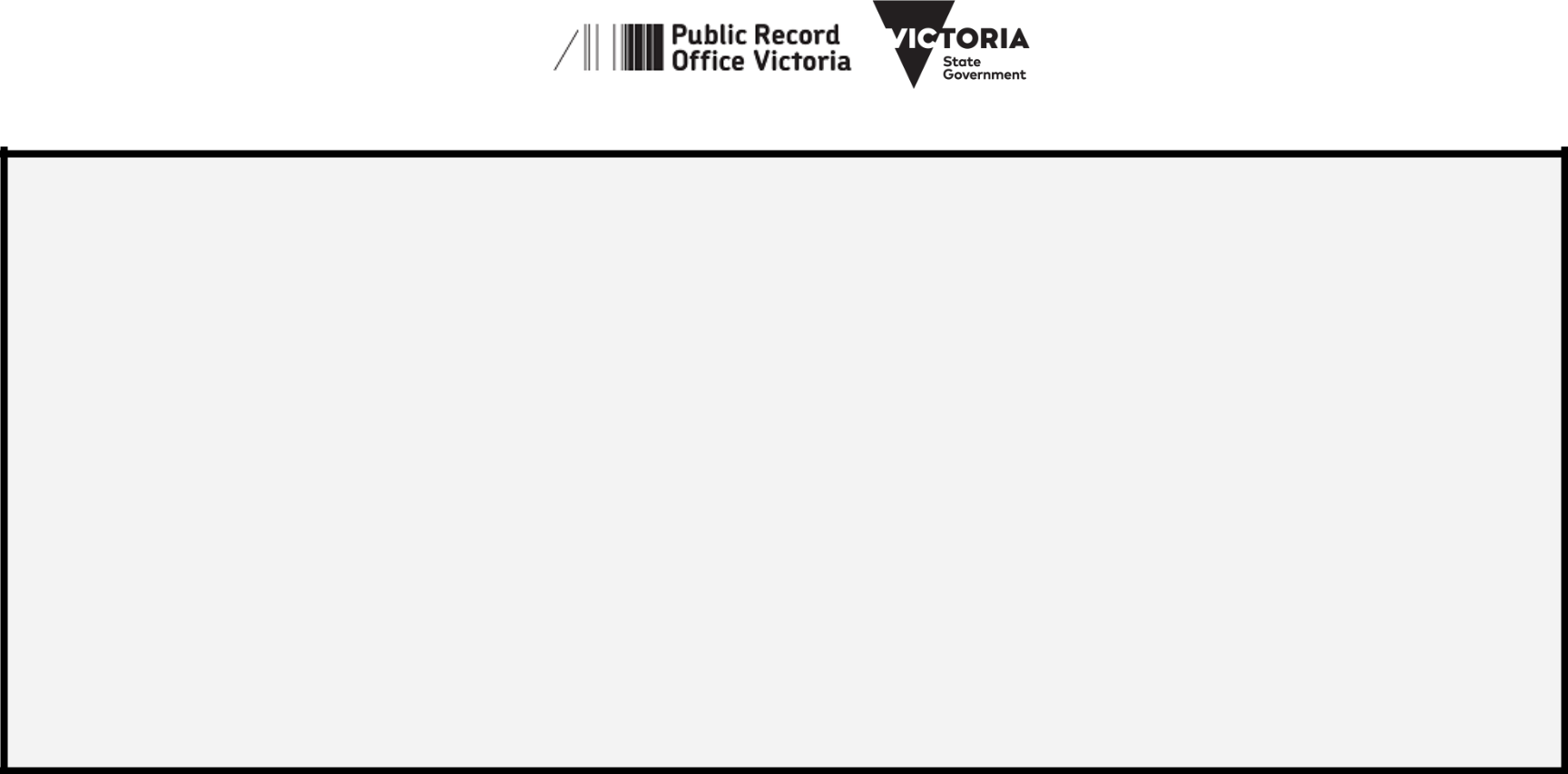
**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**



PROS 13/02 VAR 1

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

Issued Date: 02/09/2019

1 of 18

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**Variation 1**

**Public Records Act 1973 (Section 12)**

**Retention & Disposal Authority for Records of the Emergency Services Telecommunications Authority (PROS 13/02)**

In accordance with section 12 of the Public Records Act 1973 (as amended), I hereby vary the Standard applying to records of the Emergency Services Telecommunications Authority, issued as Public Record Office Standard (PROS 13/02) on 04/06/2013, as follows:

The addition of the following text to the scope of the RDA and across the body of the RDA as a footer:

This Retention and Disposal Authority **must not be used** for records about child sexual abuse incidents, allegations nor an agency’s prevention, identification and response to such incidents and allegations. This includes records of this nature created through an agency’s reporting, oversight or regulatory relationships with other agencies.

Instead **agencies must use PROS 19/08** Retention and Disposal Authority for Records of Organisational Response to Child Sexual Abuse Incidents and Allegations.

This Variation shall have effect from its date of issue.

[Signed]

**Justine Heazlewood**

Director and Keeper of Public Records

Date of issue: 02/09/2019

2 of 18

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**Copyright Statement**

© State of Victoria 2019



Except for any logos, emblems, and trademarks, this work (PROS 13/02 VAR 1 the Emergency Services Telecommunications Authority) is licensed under a Creative Commons Attribution 4.0 International license, to the extent that it is protected by copyright. Authorship of this work must be attributed to the Public Record Office Victoria. To view a copy of this license, visit http://creativecommons.org/licenses/by/4.0/

**Disclaimer**

The State of Victoria gives no warranty that the information in this version is correct or complete, error free or contains no omissions. The State of Victoria shall not be liable for any loss howsoever caused whether due to negligence or otherwise arising from the use of this Standard.

3 of 18

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Retention and Disposal Authority No**

PROS 13/02 VAR 1

**Scope**

This Retention and Disposal Authority **must not be used** for records about child sexual abuse incidents, allegations nor an agency’s prevention, identification and response to such incidents and allegations. This includes records of this nature created through an agency’s reporting, oversight or regulatory relationships with other agencies.

Instead **agencies must use PROS 19/08** Retention and Disposal Authority for Records of Organisational Response to Child Sexual Abuse Incidents and Allegations.

**Status**

Issued by Keeper

**Issue Date**

02/09/2019

4 of 18

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**List of Functions and Activities covered**

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference** | **Function** | **Activity** | **Page** |
|  |  |  |  |
| 1 | [EMERGENCY COMMUNICATIONS MANAGEMENT](#page10) |  | 10 |
|  |  |  |  |
| 1.1 |  | [Emergency and Non-Emergency Call Management](#page10) | 10 |
|  |  |  |  |
| 1.2 |  | [Communications Data Management](#page11) | 11 |
|  |  |  |  |
| 1.3 |  | [Change Management](#page12) | 12 |
|  |  |  |  |
| 2 | [TRAINING](#page13) |  | 13 |
|  |  |  |  |
| 2.1 |  | [Registration and Compliance](#page13) | 13 |
|  |  |  |  |
| 2.2 |  | [Curriculum Development](#page14) | 14 |
|  |  |  |  |
| 2.3 |  | [Assessment and Processing of Results](#page14) | 14 |
|  |  |  |  |
| 2.4 |  | [Training Conduct](#page16) | 16 |
|  |  |  |  |
| 2.5 |  | [Management of Students](#page16) | 16 |
|  |  |  |  |
| 2.6 |  | [Graduation](#page17) | 17 |
|  |  |  |  |
| 3 | [QUALITY ASSURANCE](#page18) |  | 18 |
|  |  |  |  |
| 3.1 |  | [Audit](#page18) | 18 |
|  |  |  |  |

5 of 18

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**Introduction**



**Purpose of this Authority**

The purpose of this Authority is to provide a mechanism for the disposal of public records in accordance with the *Public Records Act 1973.*

The Authority:

* identifies records which are worth preserving permanently as part of Victoria’s archival heritage
* prevents the premature destruction of records which need to be retained for a specified period to satisfy legal, financial and other requirements of public administration, and
* authorises the destruction of those records not required permanently.

**Context of this Authority**

**Public Record Office Victoria Standards**

This Authority should be used in conjunction with the Standards issued by the Keeper of Public Records under Section 12 of the *Public Records Act 1973.* Copies of all relevant PROV standards, specifications and regulatory advice can be downloaded from www.prov.vic.gov.au. Thesedocuments set out the procedures that must be followed by Victorian public offices.

**Disposal of records identified in the Authority**

Disposal of public records identified in this Authority must be undertaken in accordance with the requirements of Public Record Office Standard PROS 10/13 *Disposal.*

It is a criminal offence to unlawfully destroy a public record under s 19(1) of the *Public Records Act 1973.*

The destruction of a public record is not unlawful if done in accordance with a Standard established under s 12 of the *Public Records Act 1973.*

This Standard (also known as an Authority) authorises the disposal of public records as described within its provisions. However, disposal is **not** authorised under this Standard if it is reasonably likely that the public record will be required in evidence in a current or future legal proceeding.

6 of 18

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

For the purposes of this Retention and Disposal Authority, a ‘legal proceeding’ has the same meaning as the *Evidence (Miscellaneous Provisions) Act 1958*, and includes any civil, criminal or mixed proceeding and any inquiry in which evidence is or may be given before any court or person acting judicially, including a Royal Commission or Board of Inquiry under the *Inquiries Act 2014.*

If the public office identifies that public records must be retained under other applicable legislation for a period that exceeds the retention period specified under the Standards, then the longer retention period must apply.

**Normal Administrative Practice**

The destruction of some public records is permitted without final authorisation under normal administrative practice (NAP). NAP covers the destruction of ephemeral material of a facilitative nature created, acquired or collected by public officers during the course of their duties.

The following material may be destroyed under NAP:

* working papers consisting of rough notes and calculations used solely to assist in the preparation of other records such as correspondence, reports and statistical tabulations
* drafts not intended for retention as part of the office’s records, the content of which has been reproduced and incorporated in the public office's record keeping system
* extra copies of documents and published material preserved solely for reference.

7 of 18

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**Transfer of records to Public Record Office Victoria**

Contact Public Record Office Victoria for further information on procedures for transferring permanent records to archival custody.

**Use of Other Authorities**

In applying the disposal sentences set out in this Authority, reference should be made to other current Authorities where applicable. Where there is a conflict between two Authorities (for instance this Authority and the General Retention and Disposal Authority for Records of Common Administrative Functions), consult the Public Record Office Victoria for advice.

**Explanation of Authority Headings**

**Class Number**

The class number or entry reference number provides citation and ease of reference.

**Description**

The description of each record class is specified in this entry. A record class is a group of records that relate to the same activity, function or subject and require the same disposal action.

**Status**

This entry provides the archival status of each class - either permanent or temporary.

**Custody**

This entry specifies whether the records are to be retained by the public office or transferred to the Public Record Office Victoria. Permanent records must be managed and transferred in accordance with PROV Standards.

8 of 18

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**Concurrence of Public Office**

This Authority has the concurrence of:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: [signed]

Name: Ken Shymanski

Position: CEO

Date: 28/05/2013

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Establishment of Standard**

Pursuant to Section 12 of the *Public Records Act 1973*, I hereby establish these provisions as a Standard (also known as a Retention and Disposal Authority) applying to Emergency Services Telecommunications Authority. This standard as varied or amended from time to time, shall have effect for a period of ten (10) years from the date of issue unless revoked.

[signed]

**Justine Heazlewood,** Director & Keeper of Public Records

Date of Issue: 04/06/2013

9 of 18

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**No**

**Function/Activity**

**Description**

**Status**

**Disposal Action**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | **EMERGENCY** | The management of Victoria's emergency |  |  |
|  | **COMMUNICATIONS** | communications. Includes taking calls made to Triple |  |  |
|  | **MANAGEMENT** | Zero (000) and notifying the relevant emergency |  |  |
|  |  | services organisations for an emergency services |  |  |
|  |  | response. Emergency services organisations include |  |  |
|  |  | Victoria Police, the Metropolitan Fire and Emergency |  |  |
|  |  | Services Board, the Country Fire Authority, |  |  |
|  |  | Ambulance Victoria and the Victoria State Emergency |  |  |
|  |  | Service. Includes the handling of non-emergency |  |  |
|  |  | calls involving patient transport. |  |  |
|  |  | Also includes the management of emergency |  |  |
|  |  | communications data and change management |  |  |
|  |  | processes. |  |  |
|  |  |  |  |  |
| 1.1 | **Emergency and Non-** | The management of emergency and non-emergency |  |  |
|  | **Emergency Call** | calls. Includes taking calls from the public or a |  |  |
|  | **Management** | member of an emergency services organisation and |  |  |
|  |  | the dispatch of emergency services organisations in |  |  |
|  |  | response. Call-takers gather information about the |  |  |
|  |  | emergency, notify the required emergency services |  |  |
|  |  | organisations and manage the data about the |  |  |
|  |  | emergency to its resolution. |  |  |
|  |  |  |  |  |
| 1.1.1 |  | Data entered into the computer aided dispatch (CAD) | Temporary | Destroy 7 years after |
|  |  | system about an emergency or non-emergency call |  | last access. |
|  |  | event. Includes data on caller identification, phone |  |  |
|  |  | number, location address, clinical/medical |  |  |
|  |  | information, and all event related data received from |  |  |
|  |  | the caller by the call-taker in the structured call- |  |  |

This Retention and Disposal Authority **must not be used** for records about child sexual abuse incidents, allegations nor an agency’s prevention, identification and response to such incidents and allegations. This includes records of this nature created through an agency’s reporting, oversight or regulatory relationships with other agencies.

|  |  |
| --- | --- |
| Instead agencies **must use PROS 19/08** Retention and Disposal Authority for Records of Organisational Response to Child Sexual Abuse Incidents and |  |
| Allegations. | 10 of 18 |

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**No**

**Function/Activity**

**Description**

**Status**

**Disposal Action**

*EMERGENCY COMMUNICATIONS MANAGEMENT - Emergency and Non-Emergency Call Management*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | taking process. |  |  |
|  |  | Also includes data about the dispatch of an |  |  |
|  |  | emergency services organisation such as the police, |  |  |
|  |  | fire or ambulance unit sent to respond to the |  |  |
|  |  | emergency, the emergency appliances required, as |  |  |
|  |  | well as status updates and notifications to indicate |  |  |
|  |  | the emergency has been dealt with. |  |  |
|  |  |  |  |  |
| 1.1.2 |  | Voice recordings of calls made regarding an event in | Temporary | Destroy 7 years after |
|  |  | which assistance is sought of an emergency services |  | last access. |
|  |  | organisation. Includes both emergency and non- |  |  |
|  |  | emergency events. |  |  |
|  |  |  |  |  |
| 1.2 | **Communications** | The management of vital communications data. |  |  |
|  | **Data Management** | Includes data creation, maintenance, access, |  |  |
|  |  | distribution to and receipt from internal and external |  |  |
|  |  | stakeholders, such as emergency services |  |  |
|  |  | organisations and governing bodies. Includes |  |  |
|  |  | ensuring the integrity and quality of data meets the |  |  |
|  |  | needs of the call-taking and dispatch process via the |  |  |
|  |  | computer aided dispatch (CAD) system. |  |  |
|  |  |  |  |  |
| 1.2.1 |  | Data created, collected and managed to assist in the | Temporary | Destroy 7 years after |
|  |  | handling of emergency and non-emergency calls. |  | last access. |
|  |  | Includes spatial mapping data for the computer aided |  |  |
|  |  | dispatch (CAD) system used for call-takers and |  |  |
|  |  | dispatchers to determine the exact location of an |  |  |
|  |  | event. Also includes data received from government |  |  |
|  |  | agencies and emergency services organisations such |  |  |

This Retention and Disposal Authority **must not be used** for records about child sexual abuse incidents, allegations nor an agency’s prevention, identification and response to such incidents and allegations. This includes records of this nature created through an agency’s reporting, oversight or regulatory relationships with other agencies.

|  |  |
| --- | --- |
| Instead agencies **must use PROS 19/08** Retention and Disposal Authority for Records of Organisational Response to Child Sexual Abuse Incidents and |  |
| Allegations. | 11 of 18 |

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**No**

**Function/Activity**

**Description**

**Status**

**Disposal Action**

*EMERGENCY COMMUNICATIONS MANAGEMENT - Communications Data Management*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | as the location of police stations. |  |  |
|  |  |  |  |  |
| 1.2.2 |  | Records documenting the generation of statistical | Temporary | Destroy 7 years after |
|  |  | reports based on computer-aided dispatch (CAD) |  | last access... |
|  |  | data. Reports are generated for the Office of the |  |  |
|  |  | Emergency Services Commissioner (OESC), for |  |  |
|  |  | emergency service organisations and in response to |  |  |
|  |  | FOI requests as well as for internal management |  |  |
|  |  | reporting purposes. Statistics include call type |  |  |
|  |  | frequencies as well as call answer and dispatch speed |  |  |
|  |  | responses, etc. |  |  |
|  |  | [For all other Reporting, see the *General Retention* |  |  |
|  |  | *and Disposal Authority for Records of Common* |  |  |
|  |  | *Administrative Functions.*] |  |  |
|  |  |  |  |  |
| 1.3 | **Change Management** | The management and control of changes in technical |  |  |
|  |  | and operational processes, as requested both |  |  |
|  |  | internally and externally from emergency services |  |  |
|  |  | organisations. Changes include operational and/or |  |  |
|  |  | technical changes to systems, networks or processes |  |  |
|  |  | in technology and telecommunications. |  |  |
|  |  |  |  |  |
| 1.3.1 |  | Records documenting requests and changes made to | Temporary | Destroy 7 years after |
|  |  | technology and processes used in emergency |  | administrative use has |
|  |  | telecommunications management. Includes changes |  | concluded. |
|  |  | to hardware, communications equipment, |  |  |
|  |  | communications software, physical facilities or |  |  |
|  |  | services such as technical configurations, software |  |  |
|  |  | upgrades, changes to the structured call-taking |  |  |

This Retention and Disposal Authority **must not be used** for records about child sexual abuse incidents, allegations nor an agency’s prevention, identification and response to such incidents and allegations. This includes records of this nature created through an agency’s reporting, oversight or regulatory relationships with other agencies.

|  |  |
| --- | --- |
| Instead agencies **must use PROS 19/08** Retention and Disposal Authority for Records of Organisational Response to Child Sexual Abuse Incidents and |  |
| Allegations. | 12 of 18 |

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**No**

**Function/Activity**

**Description**

**Status**

**Disposal Action**

*TRAINING*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | process or other standard operating procedures. |  |  |
|  |  |  |  |  |
| 2 | **TRAINING** | The development, evaluation and delivery of |  |  |
|  |  | operational training and education courses in |  |  |
|  |  | emergency communications management. |  |  |
|  |  | [For records relating to training of staff unrelated to |  |  |
|  |  | operational training, use the *General Retention and* |  |  |
|  |  | *Disposal Authority for Records of Common* |  |  |
|  |  | *Administrative Functions.*] |  |  |
|  |  |  |  |  |
| 2.1 | **Registration and** | The accreditation of the agency as a registered |  |  |
|  | **Compliance** | training organisation (RTO) and the activities |  |  |
|  |  | undertaken to ensure the agency's compliance with |  |  |
|  |  | standards for registered training organisations in the |  |  |
|  |  | provision of training and education. |  |  |
|  |  | Includes the accreditation of staff involved in the |  |  |
|  |  | delivery of training or who perform assessment |  |  |
|  |  | activities. |  |  |
|  |  |  |  |  |
| 2.1.1 |  | Records documenting the agency's accreditation as | Temporary | Destroy 7 years after |
|  |  | an approved registered training organisation and its |  | accreditation has |
|  |  | compliance with standards for registered training |  | concluded / expired. |
|  |  | organisations. |  |  |
|  |  | Includes records of audits undertaken as part of the |  |  |
|  |  | quality assurance process used to monitor the |  |  |
|  |  | agency’s compliance with the standards. |  |  |
|  |  |  |  |  |
| 2.1.2 |  | Records documenting a trainer's accreditation and | Temporary | Destroy 7 years after |
|  |  |  |  |  |

This Retention and Disposal Authority **must not be used** for records about child sexual abuse incidents, allegations nor an agency’s prevention, identification and response to such incidents and allegations. This includes records of this nature created through an agency’s reporting, oversight or regulatory relationships with other agencies.

|  |  |
| --- | --- |
| Instead agencies **must use PROS 19/08** Retention and Disposal Authority for Records of Organisational Response to Child Sexual Abuse Incidents and |  |
| Allegations. | 13 of 18 |

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**No**

**Function/Activity**

**Description**

**Status**

**Disposal Action**

*TRAINING - Curriculum Development*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | compliance with standards for registered training |  | next accreditation |
|  |  | organisations. |  | issued or termination of |
|  |  |  |  | accreditation. |
|  |  |  |  |  |
| 2.2 | **Curriculum** | The development and review of accredited and non- |  |  |
|  | **Development** | accredited training courses delivered by the agency. |  |  |
|  |  | Includes curriculum development for accredited |  |  |
|  |  | courses in accordance with the Australian Quality |  |  |
|  |  | Training Framework (AQTF) standards. |  |  |
|  |  |  |  |  |
| 2.2.1 |  | Records documenting the development, accreditation | Temporary | Destroy 30 years after |
|  |  | and review of curriculum for accredited training |  | curriculum unit |
|  |  | courses. |  | replaced, revoked or |
|  |  |  |  | discontinued. |
|  |  |  |  |  |
| 2.2.2 |  | Records documenting the development and review of | Temporary | Destroy 7 years after |
|  |  | curriculum for non-accredited training courses. |  | curriculum unit |
|  |  |  |  | replaced, revoked or |
|  |  |  |  | discontinued. |
|  |  |  |  |  |
| 2.2.3 |  | Records documenting the development of training | Temporary | Destroy 7 years after |
|  |  | resources, including program guides, lecture notes, |  | administrative use has |
|  |  | hand-outs and audio and visual recordings. |  | concluded. |
|  |  |  |  |  |
| 2.3 | **Assessment and** | The development of assessment methods and the |  |  |
|  | **Processing of Results** | recording of student results for training courses. |  |  |
|  |  |  |  |  |
| 2.3.1 |  | Records that document the final approved methods | Temporary | Destroy 30 years after |
|  |  | of assessment for accredited training courses. |  | curriculum unit has |

This Retention and Disposal Authority **must not be used** for records about child sexual abuse incidents, allegations nor an agency’s prevention, identification and response to such incidents and allegations. This includes records of this nature created through an agency’s reporting, oversight or regulatory relationships with other agencies.

|  |  |
| --- | --- |
| Instead agencies **must use PROS 19/08** Retention and Disposal Authority for Records of Organisational Response to Child Sexual Abuse Incidents and |  |
| Allegations. | 14 of 18 |

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**No**

**Function/Activity**

**Description**

**Status**

**Disposal Action**

*TRAINING - Assessment and Processing of Results*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Includes 'master' examination papers. |  | been replaced, revoked |
|  |  |  |  | or discontinued. |
|  |  |  |  |  |
| 2.3.2 |  | Records that document the development of approved | Temporary | Destroy 7 years after |
|  |  | methods of assessment for accredited training |  | curriculum unit |
|  |  | courses. Includes drafts and records of testing and |  | replaced, revoked or |
|  |  | validation. |  | discontinued. |
|  |  |  |  |  |
| 2.3.3 |  | Records that document final approved methods of | Temporary | Destroy 7 years after |
|  |  | assessment for non-accredited training courses. |  | course has been |
|  |  |  |  | replaced, revoked or |
|  |  |  |  | discontinued. |
|  |  |  |  |  |
| 2.3.4 |  | Records that document the development of approved | Temporary | Destroy 1 year after |
|  |  | methods of assessment for non-accredited training |  | administrative use has |
|  |  | courses. Includes drafts and records of testing and |  | concluded. |
|  |  | validation. |  |  |
|  |  |  |  |  |
| 2.3.5 |  | Master records of student results for accredited | Temporary | Destroy 30 years after |
|  |  | courses. Includes final and interim results. |  | results have been |
|  |  |  |  | released. |
|  |  |  |  |  |
| 2.3.6 |  | Master records of student results for non-accredited | Temporary | Destroy 7 years after |
|  |  | courses. Includes final and interim results. |  | results have been |
|  |  |  |  | released. |
|  |  |  |  |  |
| 2.3.7 |  | Student assessment submissions and examination | Temporary | Destroy 1 year after |
|  |  | papers for both accredited and non-accredited |  | completion of |
|  |  | training courses. |  | assessment. |
|  |  |  |  |  |

This Retention and Disposal Authority **must not be used** for records about child sexual abuse incidents, allegations nor an agency’s prevention, identification and response to such incidents and allegations. This includes records of this nature created through an agency’s reporting, oversight or regulatory relationships with other agencies.

|  |  |
| --- | --- |
| Instead agencies **must use PROS 19/08** Retention and Disposal Authority for Records of Organisational Response to Child Sexual Abuse Incidents and |  |
| Allegations. | 15 of 18 |

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**No**

**Function/Activity**

**Description**

**Status**

**Disposal Action**

*TRAINING - Training Conduct*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 2.4 | **Training Conduct** | The activities associated with the delivery of training |  |  |
|  |  | courses. Includes records of attendance, course |  |  |
|  |  | evaluation and administrative arrangements for |  |  |
|  |  | delivery. |  |  |
|  |  |  |  |  |
| 2.4.1 |  | Records documenting attendance at training courses. | Temporary | Destroy 7 years after |
|  |  |  |  | administrative use has |
|  |  |  |  | concluded. |
|  |  |  |  |  |
| 2.4.2 |  | Records documenting evaluations of training courses. | Temporary | Destroy 2 years after |
|  |  | Includes course evaluations made by participants |  | administrative use has |
|  |  | after attending courses. |  | concluded. |
|  |  |  |  |  |
| 2.4.3 |  | Records documenting the administrative | Temporary | Destroy 2 years after |
|  |  | arrangements for courses, including catering, venue |  | administrative use has |
|  |  | bookings and hire of equipment. |  | concluded. |
|  |  |  |  |  |
| 2.5 | **Management of** | The management of students enrolled in accredited |  |  |
|  | **Students** | training courses. |  |  |
|  |  | Includes the management of enrolments and of |  |  |
|  |  | grievances and complaints made by students on |  |  |
|  |  | matters such as perceived discrimination, exclusion |  |  |
|  |  | from a course, or relating to course results and/or |  |  |
|  |  | assessment. |  |  |
|  |  | [For complaints received in relation to non-accredited |  |  |
|  |  | training courses or grievances made by agency staff, |  |  |
|  |  | use the *General Retention and Disposal Authority for* |  |  |
|  |  | *Records of Common Administrative Functions*.] |  |  |
|  |  |  |  |  |

This Retention and Disposal Authority **must not be used** for records about child sexual abuse incidents, allegations nor an agency’s prevention, identification and response to such incidents and allegations. This includes records of this nature created through an agency’s reporting, oversight or regulatory relationships with other agencies.

|  |  |
| --- | --- |
| Instead agencies **must use PROS 19/08** Retention and Disposal Authority for Records of Organisational Response to Child Sexual Abuse Incidents and |  |
| Allegations. | 16 of 18 |

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**No**

**Function/Activity**

**Description**

**Status**

**Disposal Action**

*TRAINING - Management of Students*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 2.5.1 |  | Records documenting the enrolment of students into | Temporary | Destroy 30 years after |
|  |  | accredited courses. |  | following date of |
|  |  |  |  | enrolment. |
|  |  |  |  |  |
| 2.5.2 |  | Records documenting formal student grievances | Temporary | Destroy 30 years after |
|  |  | where the allegations have been proven, including |  | action completed. |
|  |  | those presented to a panel. |  |  |
|  |  | Includes the grievance register which contains the |  |  |
|  |  | student name(s), student number, date of allegation, |  |  |
|  |  | summary of allegation(s) and the final resolution. |  |  |
|  |  |  |  |  |
| 2.5.3 |  | Records documenting formal student grievances | Temporary | Destroy 7 years after |
|  |  | where the allegations cannot be proven, including |  | action completed. |
|  |  | those presented to a panel |  |  |
|  |  |  |  |  |
| 2.6 | **Graduation** | The conferring of certificates, awards or qualifications |  |  |
|  |  | on students who have met the criteria required to |  |  |
|  |  | graduate from accredited or non-accredited training |  |  |
|  |  | courses. |  |  |
|  |  |  |  |  |
| 2.6.1 |  | Records documenting the registration of all students | Temporary | Destroy 30 years after |
|  |  | to be awarded their qualification in an accredited |  | action completed. |
|  |  | course |  |  |
|  |  |  |  |  |
| 2.6.2 |  | Records documenting the registration of all students | Temporary | Destroy 7 years after |
|  |  | to be awarded their qualification in a non-accredited |  | action completed. |
|  |  | course. |  |  |
|  |  |  |  |  |

This Retention and Disposal Authority **must not be used** for records about child sexual abuse incidents, allegations nor an agency’s prevention, identification and response to such incidents and allegations. This includes records of this nature created through an agency’s reporting, oversight or regulatory relationships with other agencies.

|  |  |
| --- | --- |
| Instead agencies **must use PROS 19/08** Retention and Disposal Authority for Records of Organisational Response to Child Sexual Abuse Incidents and |  |
| Allegations. | 17 of 18 |

**Retention and Disposal Authority for Records of the Emergency Services Telecommunications Authority**

**Authority number: PROS 13/02 VAR 1**

**No**

**Function/Activity**

**Description**

**Status**

**Disposal Action**

*QUALITY ASSURANCE*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 3 | **QUALITY** | The management of quality assurance processes |  |  |
|  | **ASSURANCE** | undertaken in order to comply with agreed standards |  |  |
|  |  | and process improvements. Compliance is measured |  |  |
|  |  | against industry best practise and standards for the |  |  |
|  |  | improvement of business function. Quality is |  |  |
|  |  | managed, maintained and continually improved |  |  |
|  |  | through the use of audits, data analysis, corrective |  |  |
|  |  | and preventative action and the management review |  |  |
|  |  | of quality policy objectives. |  |  |
|  |  |  |  |  |
| 3.1 | **Audit** | The audit of business practises to assess compliance |  |  |
|  |  | with internal and external standards. Includes audits |  |  |
|  |  | of call-taker and dispatch operational systems and |  |  |
|  |  | processes. |  |  |
|  |  |  |  |  |
| 3.1.1 |  | Records documenting the auditing of business | Temporary | Destroy 7 years after |
|  |  | practises to assess compliance with internal and |  | administrative use is |
|  |  | external standards. Includes audit checklists, |  | concluded. |
|  |  | registers of audit outcomes and audit reports. |  |  |
|  |  | Reports on audit findings are generated for continual |  |  |
|  |  | improvement. |  |  |
|  |  |  |  |  |

This Retention and Disposal Authority **must not be used** for records about child sexual abuse incidents, allegations nor an agency’s prevention, identification and response to such incidents and allegations. This includes records of this nature created through an agency’s reporting, oversight or regulatory relationships with other agencies.

|  |  |
| --- | --- |
| Instead agencies **must use PROS 19/08** Retention and Disposal Authority for Records of Organisational Response to Child Sexual Abuse Incidents and |  |
| Allegations. | 18 of 18 |